ABSTRACT OF THE DISCLOSURE

Methods and systems are provided for deriving a user model from a plurality of event records relating to events, each event record comprising data relating to attributes of an event, the method comprising:

identifying a plurality of sequences of event records from said plurality of event records, each sequence containing a plurality of event records;

determining a plurality of sequence clusters from said plurality of sequences, each sequence cluster comprising a plurality of related sequences;

analysing the sequences in a cluster and deriving one or more rules relating to the sequences of that cluster; and

providing a user model based on rules derived in relation to a plurality of clusters. Methods and systems are also provided for using a user model for suggesting possible events, or sequences of events, which may follow or precede known events, and for determining a potential sequential order for a plurality of known events.

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